

Army Human Resources Command User Registration System Version 1

9 January 2007

WHITE PAPER

Prepared by: CW2 Rob Brister
Concepts Development and Integration Division
18 January 2007

Introduction

A change in Human Resource (HR) processes has caused an increase in the volume of user registration requests being initiated by an untrained population; thus increasing the number of users from 4,000 on 1 platform to nearly 17,000 on multiple platforms and increasing the process cycle time to an average of 4-6 weeks. HR Transformation initiatives, such as Personnel Services Delivery Redesign (PSDR), now require a new population of end-users to gain access to the different Army Human Resources Command (HRC) systems. The current process requires unnecessary manual labor (hand-carrying forms, printing, etc) and is reliant on a sequential process flow. Key data inputs captured on the Total Army Personnel Command-49R (application) have caused an increased workload amongst HRC system administrators.

HRC has taken the initiative to reduce administrative and operational costs associated with security provisioning, reduce the time required to provision access to all the disparate Personnel and Information Technology (IT) systems within HRC, and implement an Identity and Access Management (IAM) system that provides role based account management across disparate platforms.

Vision

The Human Resources Command User Registration System (HURS) is an automated system for provisioning secure access to the disparate Personnel and IT systems within and across all HRC locations. HURS will reduce processing workload, decrease the process cycle time for gaining account access, and improve the overall integrity of the disparate systems.

End-to-End

Reducing waste while maintaining system integrity is the key to successful implementation of HURS. The new process will capitalize on automation to reduce manual labor and mistakes, while enhancing the account provisioning requirements. It will be all-encompassed, thus encompassing all HR systems administered at HRC-Alexandria and HRC-St. Louis, and will be sustainable for many years to come. The following lists the capabilities of HURS Version 1.

- HURS will provide a web-enabled portal to capture and maintain end-user and administrator data.
- Sponsors will be registered as administrators in the system, thus having the ability to request accounts, view reports, etc.

- HURS will utilize the e-trust administrative portal to validate a User's AKO ID against the AKO database, thus auto-populating key personal data and reducing the requirement to manually enter data.
- Accounts will be provisioned utilizing a role-based concept.
- End-user data will be captured in a central repository and immediately visible to the administrators for the disparate HR and IT systems.
- The system will utilize a work-flow capability to track the status of account information.
- Reduce the process cycle time for provisioning accounts to less than 3 business days.

Policy and Procedures

In order to streamline the current process and eliminate waste, while maintaining the integrity of the database, the following policies and procedures will be adjusted:

- The IASO will now be identified as "Sponsor." HRC is aware that the majority of the Sponsors requesting access to HRC systems are PAS Chiefs located within HR work centers and normally appointed by commanders. The term "Sponsor" will include this population, as well as, your traditional IASO located in an IT work center.
- Security Manager's signature will not be required on an application. This does not negate the requirement to ensure a user has a favorable NAC.
- The "Sponsor's" signature will not be required. Sponsors will be granted administrative rights to the system and be able to request accounts. This access will be restricted to sponsors and system administrators.
- Accounts will be provisioned based on the alignment of categories (PSC Code, Echelon, Duty Position, Work Section), rather than an office symbol; with the exception of HRC users.
- Field users will need to coordinate with the applicable HRC agency to adjust permissions to an account.
- System will authenticate Sponsor and User information against Army Knowledge Online (AKO) and auto-populate personal data. Incorrect data should be corrected through AKO.
- System will provide routing of access request based on business process or work flow.

What isn't changing:

- Accounts will still be created manually by the respective HR system administrator until HURS can perform automatic provisioning. (Future Version)
- User account information will still be emailed to the field under normal procedures until HURS can perform automatic provisioning. (Future Version)
- Allow for user “self-service” registration and password resets (Future Version)
- Enable administrators to produce reports on who has access to which system and quickly produce reports for internal audits for ensuring regulatory compliance. (Future Version) Efforts are being made to ensure User ID data (for each disparate system) is captured when the account is created and available for viewing, not reporting, to administrators. (Version 1).

Roadmap for Delivery

- Determine current process map. Identify waste steps and capitalize on valued business processes. (Complete)
- Determine requirements for data input fields on the current TAPC-49R. Incorporate changes in HURS. (Complete)
- Determine role-based categories and receive feed-back from the field. (On-going)
- Prepare HURS Implementation Plan (On-going)
- Ensure HURS Net-worthiness
- Establish administrative rights for HRC administrators and current IASO's.
- Determine procedures for applying administrative privileges to future sponsors.
- Develop functional guidance for distribution to the field.
- Quality Assurance (QA) Testing (Internal and Field)
- Measure and Analyze results of QA Testing
- Implement with HRC Alexandria location and CONUS-based field site
- Implement in deployed theater.
- Implement Army-wide

Prepared by: CW2 Rob Brister
Concepts Development and Integration Division
18 January 2007